

The Wigmore Technical Account Management Service (TAM), provides you with a dedicated expert level resource who you can call on to ensure that your key initiatives remain on track during those most critical times. Your Dedicated Technical Account Manager will help reduce adoption risks and administration overhead and provide you with that extra assurance that your Gainsight investment is working hard for you.

Role of the TAM manager

- ✓ Review business and technical requirements to align technology to strategy
- ✓ Leverage best practice to recommend enhancements
- ✓ Provide input to prioritisation and phased implementation features and value add configuration
- ✓ Deliver architectural guidance with long-term scalable solutions

ACCELERATED LONG-TERM GROWTH

- Solve complex business challenges with deep product knowledge
- Review business and technical requirements to align technology strategy
- Align Gainsight, the business and IT on goals and execution
- Coordinate with IT and Security to assure data security, integrity, privacy and compliance

INCREASED ROI

- Deliver architectural guidance with long term scalable solutions
- Leverage deep technical expertise derived from robust industry experience
- Provide prioritization and phased implementation of features
- Optimize implementation to support continued growth of your business
- Instill configuration and administration best practices to reduce issues and risk

Flexible Packages to suit your requirements & budget

Features	Bronze	Silver	Gold
Hours per quarter	52	104	208

WORKING TOGETHER

YOUR TAM WILL PROVIDE YOUR GAINSIGHT ADMIN WITH THE FOUNDATIONAL UNDERSTANDING NEEDED FOR ONGOING MAINTENANCE.

